

IN THE UNITED STATES PATENT & TRADEMARK OFFICE

ART UNIT: 3689

EXAMINER: Tan D. Nguyen

FIRST NAMED

INVENTOR: Micheal J. Borg

SERIAL NO.: 09/820,457

FILED: March 28, 2001

CONF. NO.: 6674

FOR: SYSTEMS AND METHODS FOR UTILIZING PRINTING DEVICE DATA IN A
CUSTOMER SERVICE CENTER

DOCKET NO.: 10006799-1

AMENDMENT / RESPONSE

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Non-Final Office action, mailed August 26, 2008, Applicant(s) offer the following Amendment and requests reconsideration of the above-captioned application.